

27—102.3(466A) Informal settlement of controversies. Every possible attempt will be made to handle all complaints and controversies, whether raised by the board or by members of the public, in an informal manner.

102.3(1) In cases of a routine nature, the chairperson shall attempt to settle the matter. In cases indicating a need for interpretation of board policy or legal interpretation, the chairperson may defer action until after consultation with legal counsel, or the chairperson may defer action until after discussion of the subject at a board meeting.

102.3(2) In cases not of a routine nature, or in cases in which the efforts of the chairperson are unsuccessful, the board itself shall act to resolve the matter. In cases indicating a need for legal advice, the board may defer action until after consultation with legal counsel.